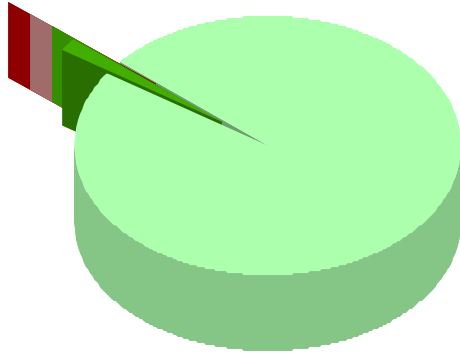# Survey Summary Graphs for
Information Technology Dept.

January 1, 2009 through December 31, 2009

Overall Experience
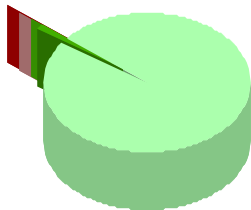

Assumed Very Satisfied	33020	98.3%
Very Satisfied	540	1.6%
Satisfied	9	0.0%
Dissatisfied	5	0.0%
Very Dissatisfied	2	0.0%
Total:	33576	100.0%

Positive Feedback...	33,569	100.0%
Negative Feedback...	7	0.0%
Total:	33,576	100.0%

Courtesy & Professionalism

Assumed Very Satisfied	33,019	98.3%
Very Satisfied	546	1.6%
Satisfied	7	0.0%
Dissatisfied	2	0.0%
Very Dissatisfied	2	0.0%
Total:	33,576	100.0%

Positive Feedback..	33,572	100.0%
Negative Feedback..	4	0.0%
Total:	33,576	100.0%

Skills & Knowledge
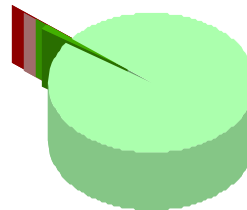
Assumed Very Satisfied	33,020	98.3%
Very Satisfied	545	1.6%
Satisfied	7	0.0%
Dissatisfied	3	0.0%
Very Dissatisfied	1	0.0%
Total:	33,576	100.0%

Positive Feedback..	33,572	100.0%
Negative Feedback..	4	0.0%
Total:	33,576	100.0%

Quality of Work
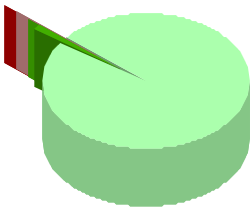
Assumed Very Satisfied	33,019	98.3%
Very Satisfied	545	1.6%
Satisfied	6	0.0%
Dissatisfied	3	0.0%
Very Dissatisfied	3	0.0%
Total:	33,576	100.0%

Positive Feedback...	33,570	100.0%
Negative Feedback...	6	0.0%
Total:	33,576	100.0%

Timeliness of Work
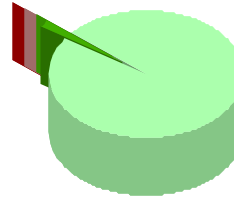
Assumed Very Satisfied	33,020	98.3%
Very Satisfied	535	1.6%
Satisfied	16	0.0%
Dissatisfied	1	0.0%
Very Dissatisfied	4	0.0%
Total:	33,576	100.0%

Positive Feedback..	33,571	100.0%
Negative Feedback..	5	0.0%
Total:	33,576	100.0%

Disclaimer: This report only looks at closed requests for the period shown above. Customers are told throughout the request process that ITD will assume they are "Very Satisfied" unless specific feedback is provided .